

# The Ultra-Engaged Employee in the Seriously Smart Organisation

Navigating digital disruption and the work style of next-generation employees is forcing organisations to be more focused and responsive to the needs of both customers and employees than ever before.

Armed with today's most advanced technology, the ultra-engaged employee is key to enabling the **Seriously Smart Organisation**.

## Seriously Smart Organisations are fixated on the customer ...



... leveraging every interaction to relentlessly evolve and improve the customer experience



optimising and empowering employees to respond to customer demands

## Ultra-Engaged employees are information super brokers.

Using all channels including **voice, digital, social, and mobile**, they:



**1**

cull information from across the organisation

**2**

leverage this context to support the customer journey and influence positive service outcomes

**3**

funnel insights back to benefit the organisation and customers



**Ultra-Engaged employees are smarter, more engaged and more efficient than their peers.**

## Organisations that build a smart and engaged workforce are equipped to capitalise on smart moments.



Smart Workforce



Engaged Workforce



Smart Moments

**Smart Moments** reveal buyer intent and customer needs to ensure the exact right offer and support is given at the exact right time and innovate offerings and evolve processes to meet evolving needs to deliver more:

**Personalised, Predictive and Productive Customer Engagement.**



**[know me]**

Know my specific wants and needs, the products and services I use, and engage with me consistently across all the channels and devices I use.

**[understand me]**

Learn from our past interactions to develop products and services that are tailored to me.

**[value me]**

Give me fast and accurate service that shows me you value my time and business.

**[empower me]**

Let me find the answers I need easily, 24/7, via self-serve channels.



Verint solutions are designed to empower **Seriously Smart Organisations** in the areas of **Customer Analytics, Workforce Optimisation** and **Engagement Management**.

To learn more about how, go to: [www.verint.com/digital-disruption/anz](http://www.verint.com/digital-disruption/anz)